REUTERS/Henry Romero

MY ACCOUNT PASSWORD MANAGEMENT USER GUIDE

Westlaw UK

THOMSON REUTERS™

BASIC NAVIGATION

My Account is a service which enables you to take more control of your Westlaw account by allowing you to manage your Westlaw users and subscriptions.

LOGGING ON

- Go to **https://myaccount.sweetandmaxwell.co.uk**
- Enter your Username and Password on the right of the screen
- Click Sign In

*Please note if this is your first time using My Account, you will need to Register – please see the 'Registration' tab to do so.

WELCOME PAGE

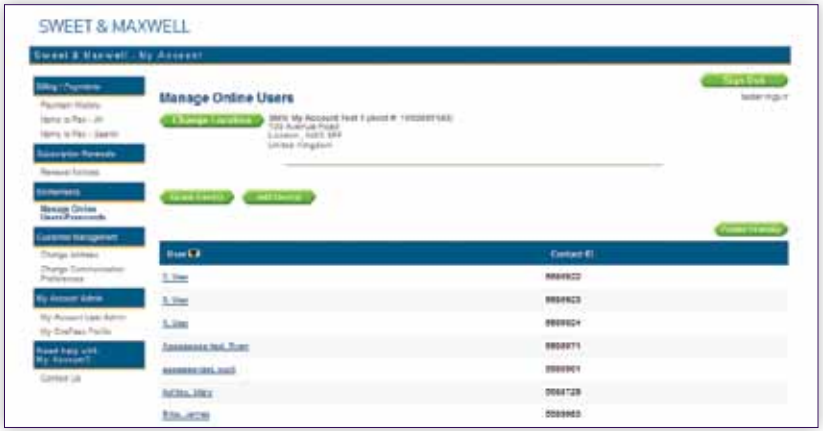
Upon logging on, you will be directed to the Welcome Page. From this page you can access everything you need to manage your users/subscriptions.

MANAGING YOUR WESTLAW UK USERS AND SUBSCRIPTIONS

In order to manage your Westlaw users and subscriptions you will need to select "Manage Online Users/Passwords".

Please note that "Manage Online Users/Passwords" will only be displayed if you have access to the Password Management functionality.

*To Activate Password Management you will need to contact us at passwords@westlaw.co.uk.

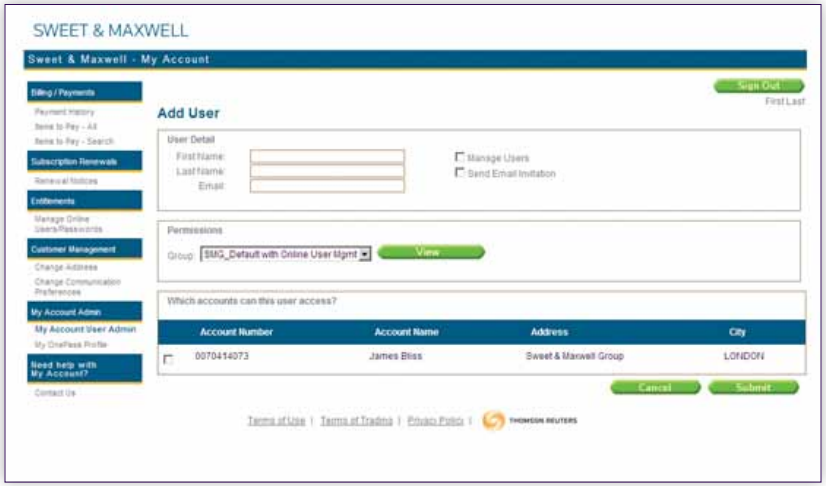


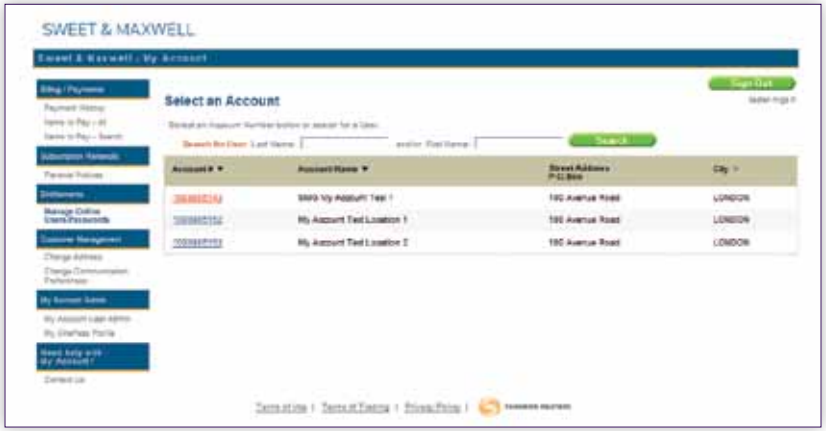
MULTIPLE LOCATION ACCOUNT

You may have permission to manage all or only selected accounts. If you are the administrator of more than one account, then upon selecting the 'Manage Online Users' page, you will be directed to the 'Select an Account' page.

From this page you have two options:

1. Search for users across all accounts by first name or last name
2. Select a particular Account to manage all users from that Account.Upon selecting an Account, you will be directed to the 'Manage Online Users' page as described above





REGISTRATION

To use My Account, you will need to register for a OnePass profile. A OnePass profile is a username and password that provides enhanced security and can be used across multiple Thomson Reuters websites and applications.

TO REGISTER FOR MY ACCOUNT

- Go to **http://myaccount.sweetandmaxwell.co.uk**
- Click the **'Register Now'** button on the left of the screen
- If you have been invited to use My Account by another user and have a PIN then select the **'Registration for Invited Users'** link at the bottom right of the screen. If you have not been invited then you should enter the required information into each field and then click **'Next'**. You may then need to complete the **OnePass** registration form if you do not already have an existing OnePass profile.
- If you already have a OnePass profile, My Account will locate it from your email address. Providing you enter the correct password, your OnePass profile will be linked to My Account and you will be logged in
- If you have forgotten the information for your OnePass profile, you can use the **'Forgotten your Login Information?'** link, and we will email you the information

ORGANISATION ADMINISTRATOR

The first person in an organisation to register with My Account will be known as the Organisation Administrator.

The Organisation Administrator will have access to all privileges and can invite other users within the organisation to use My Account. If another individual within your organisation tries to register for My Account, they will be referred to the existing Organisation Administrator who can then invite them to use My Account.

MANAGING MY ACCOUNT ADMINISTRATORS

If you have been given permission to manage administrators, you will be able to invite others within your organisation to use My Account. If you have been given permission, you will be able to select 'My Account User Admin' from the left navigation menu. You will then be given the option to add a user. If you select to add a user, you will be directed to the 'Add User' Page where you may then enter the details of the person you would like to invite.

ACTIVATING MY ACCOUNT PASSWORD MANAGEMENT

The above process will register you so you can make payments/renew subscriptions/view invoices etc. To activate 'Password Management', you will need to contact us at **passwords@westlaw.co.uk**. We will then activate the 'Password Management' functionality on your account.

ADDING WESTLAW USERS

You can add one or multiple users from the 'Manage Online Users' page.

On the "Manage Online Users" page, you will see a list of all existing users.

ADD USER

- Select 'Add User' and you will see a pop-up window
- The pop-up will ask you to enter user details. Fields with an asterisk (*) are mandatory
- You must enter the first name and last name of your new user. You can also enter an optional end date for a user which may be useful for temporary staff/trainees. If there is no foreseeable end date, leave the end date blank
- Enter the email address of the user and select whether you want to send the password to them via email. This email will always be sent to you as well
- Select OK to submit the request

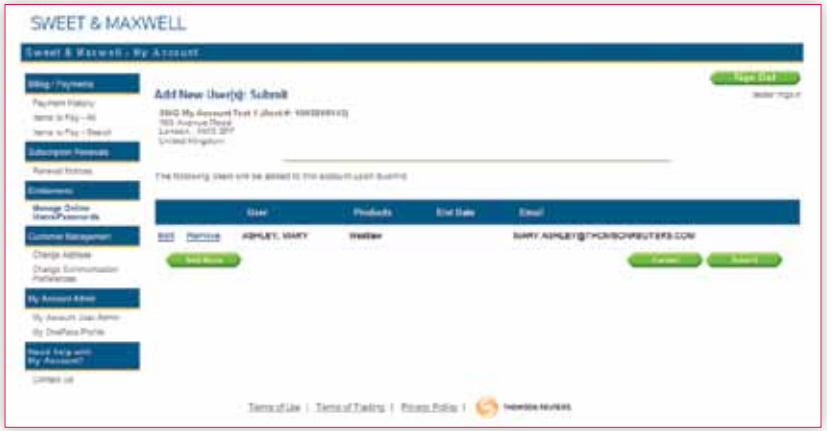
To add more than one user in any single transaction simply click the 'Add More' button and repeat the above steps.

DUPLICATE USER

My Account will alert you if a duplicate user is potentially being created by reference to the first and last name. If you would like the duplicate user to be created, simply click OK.

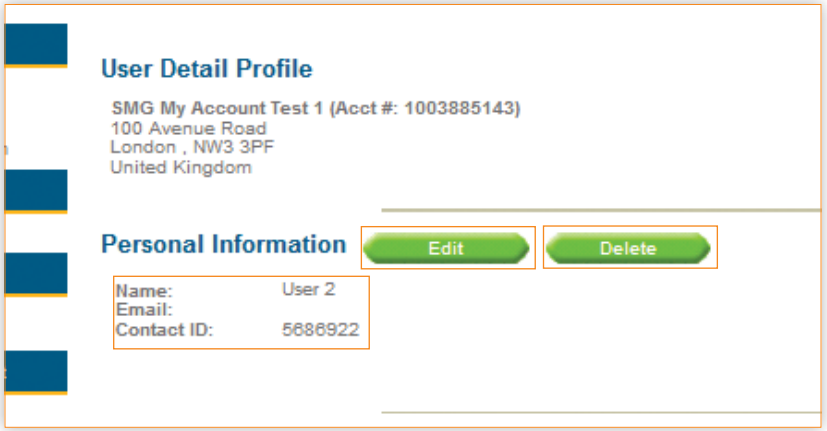
CONFIRMATION

Once you have entered all the user details, click the submit button. You will then be directed to a confirmation screen. Keep a record of the confirmation number so if you have any questions in the future, our team can easily find the transaction you are referring to.



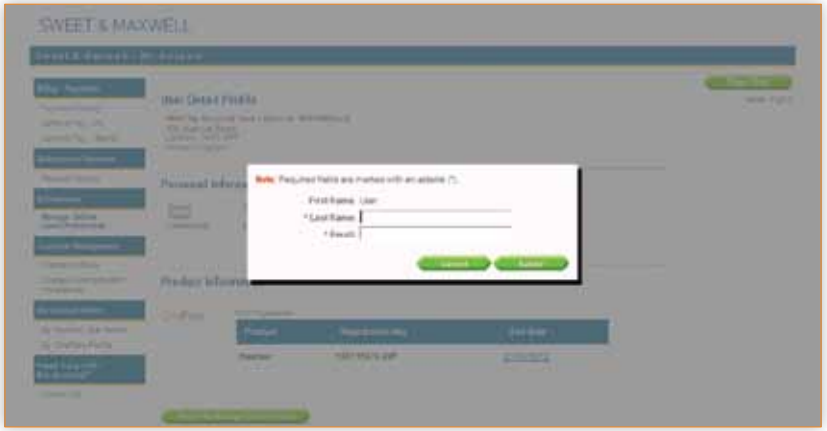
USER DETAIL PROFILE

- To access the details of a particular user simply select the user from the 'Manage Online Users' page
- You will then be able to view their personal information which includes their first and last name, their email address, and their login details
- If a particular user subscribes to additional subscriptions, the 'Additional Subscriptions' button will be displayed. Please see 'Managing Additional Subscriptions' to see how to manage a user's subscriptions



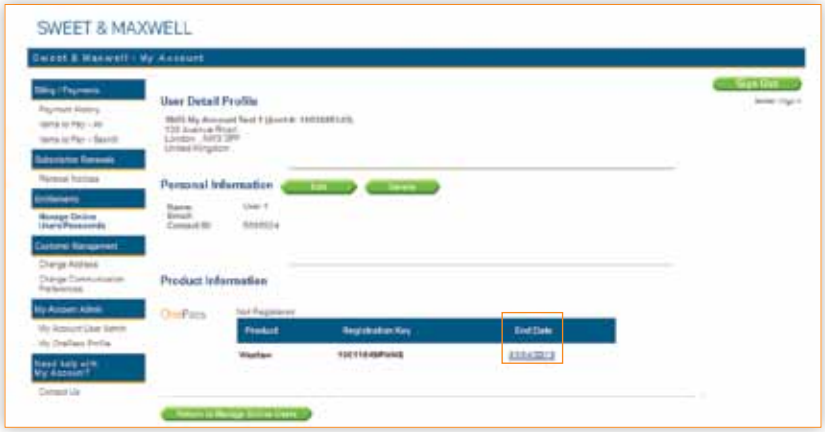
EDIT USER DETAIL PROFILE

- To amend the details of a user select edit
- Last name and email address can be edited
- Where there is no existing email address, you will need to fill in this field prior to saving any other changes made



ADD/REMOVE/EDIT FUTURE END DATE OF USER

- From the 'User Detail Profile' page, you can also change the end date of a user
- If no future end date exists the 'Set End Date' link will be displayed. You may set an end date by selecting the link and entering the end date
- To edit an existing end date, click on the current end date and then change it in the 'Edit/Set' screen.
- To remove an end date entirely you simply need to delete the date in the box
- A user can also be deleted from this page by selecting 'Delete'



CONFIRMATION

Once you are happy with your changes click submit. You will then be directed to a confirmation screen. Keep a record of the confirmation number so if you have any questions in the future, our team can easily find the transaction you are referring to.

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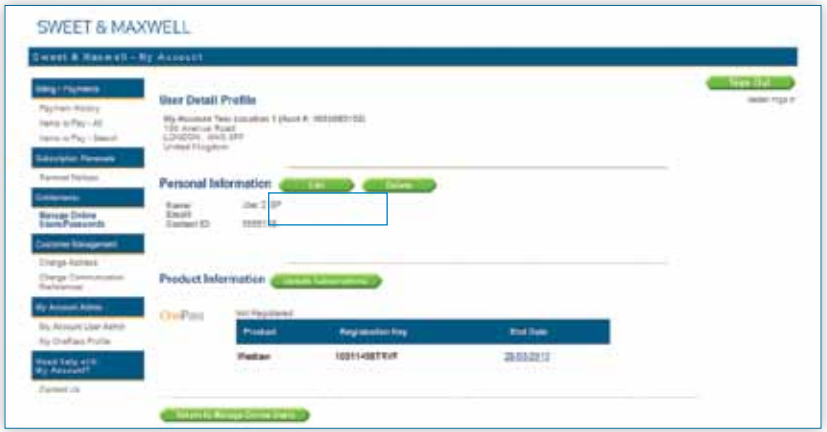
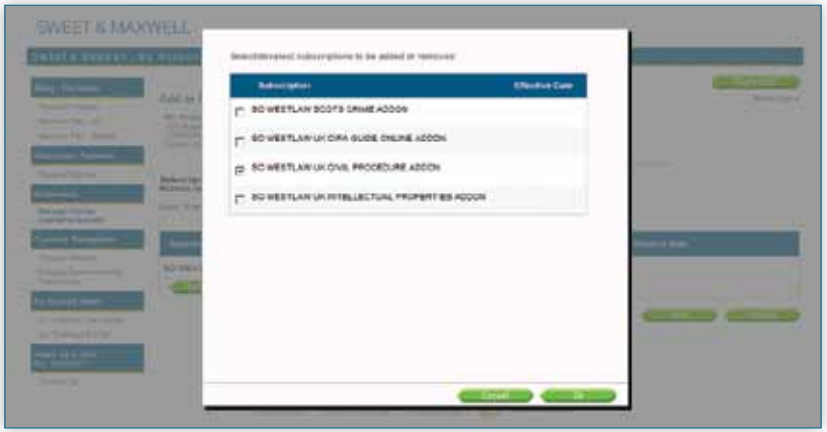
MANAGING ADDITIONAL SUBSCRIPTIONS BY USER

If some/all of your users subscribe to additional subscriptions, you will be able to manage these through My Account.



ADD/REMOVE SUBSCRIPTIONS

- Select the user from the 'Manage Online Users' page
- Click the 'Update Subscriptions' button on the 'User Detail Profile' page
- A pop up lists the additional subscriptions available. You can then add/remove the subscriptions for the user by ticking the boxes
- Once you have made your selections, click OK
- You will then see an updated list of subscriptions. The subscription(s) will be effective from the following day for existing users (effective date displayed). If the user has been created the same day, the subscription will be effective immediately



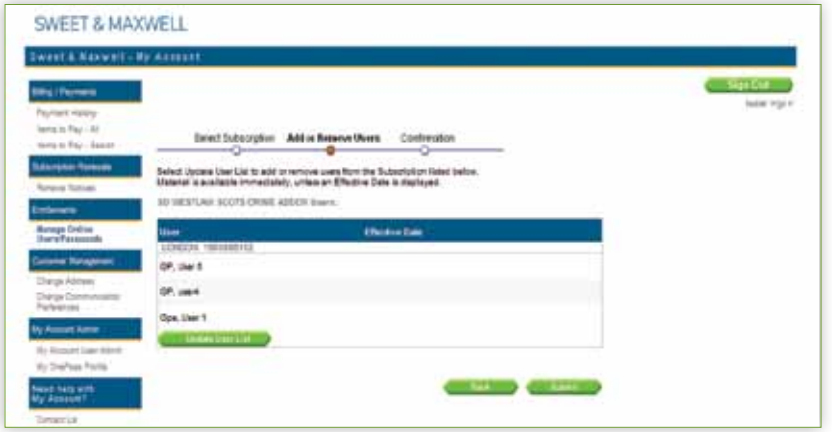
CONFIRMATION

When you have all the members added that you wish to create subscriptions for, click the submit button. You will then be directed to a confirmation screen. Keep a record of this confirmation number so that if you have any issues in the future, our team can easily find the transaction which you are referring to.

MANAGING ADDITIONAL SUBSCRIPTIONS BY SUBSCRIPTION

- Additional subscriptions can also be managed by selecting the additional subscription button from the 'Manage Online Users' page
- A list of all the additional subscriptions available on the account will be displayed
- You will then be able to select which subscription you would like to manage

- To add or remove users to a particular subscription, select 'Update User List'
- A list of all active users on the account will be displayed. You may then add or remove a particular user by ticking the relevant box
- Once selections have been made, select "OK"
- Selected users(s) will now appear in the updated user list. The subscription will be effective from the following day for existing users (effective date displayed), but if the user has been created the same day, the subscription will be effective immediately



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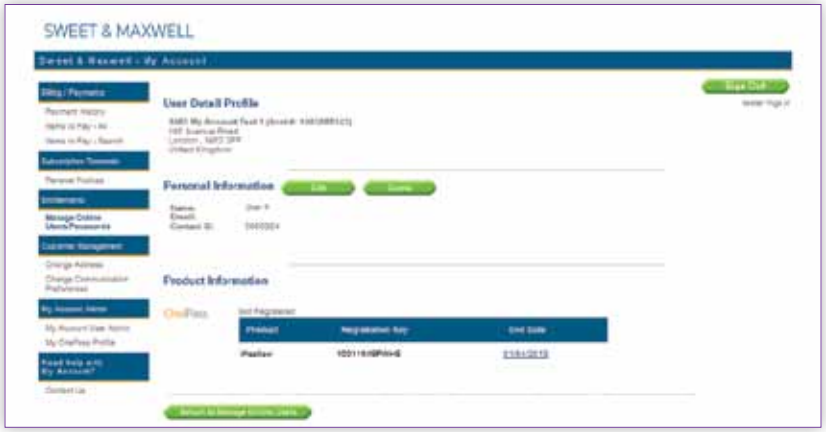
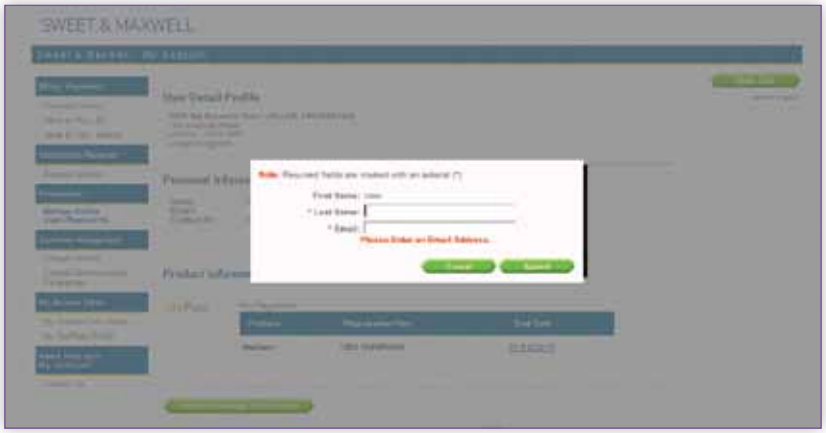
PASSWORD RESET

Should a user forget their password or need a new one, you are easily able to reset it using My Account.

RESET PASSWORD

- From the 'Manage Online Users' page, you will see a list of users. Click on the user whose password you would like to reset
- Select the 'Reset' button on the 'User Detail Profile' page to reset the password. The new password will then be sent to the User's email address
- A user needs an email address for their password to be reset
- You can add an email address by selecting 'Edit'. Once the email address has been added, you can continue to reset the password and the new password will be sent to the user's email address





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